



State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF TELECOMMUNICATIONS MANAGEMENT

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TELECOMMUNICATIONS INFORMATION NOTICE NUMBER 03-01

SUBJECT: Subscriber Locator Service

The Office of Telecommunications Management (OTM) has added a new service, **Subscriber Locator**, to the Voice Messaging Service (VMS) line of service. This new "follow me" service makes it easy for callers to optionally connect by telephone to a subscribing employee who is away from their office telephone.

Here's how Subscriber Locator works. A caller dials the regular office telephone number of the subscriber. If unanswered, the caller is then forwarded to the subscriber's voice mailbox. The caller will hear the usual recorded greeting in the subscriber's voice, instructing callers to leave a message at the tone or to press "0" to be transferred to someone else in the office (if the subscriber desires). However with the Subscriber Locator option, the caller will also be advised to press "6" to have the system attempt to locate the subscriber while the caller holds.

After the caller presses "6", the automated Subscriber Locator service asks the caller to say his name, which is then recorded. The caller is then put on hold and the system dials a pre-set number where the subscriber can be reached. When the subscriber answers, the locator service identifies itself, announces that a call is holding, and then plays the recorded name of the person holding. The subscriber is then advised of the choice of accepting or rejecting the call. If accepted, the caller and the subscriber are then connected by the system. If the subscriber does not wish to take the call or does not answer, the caller is informed that the system has been unable to locate the subscriber and then returns the caller to the subscriber's mailbox so that the caller may leave a message.

The pre-set telephone number can be any local telephone number, including those for cellular/PCS telephones. The pre-set number can be programmed and changed as desired by the subscriber from any touchtone telephone. An automatic schedule can be established by the subscriber to have calls routed to different telephone numbers based on time of day or day of week.

The Subscriber Locator service is ideal for those who are frequently away from their office or who are very mobile within the office. Subscriber Locator enables subscribers to be quickly and easily reached by callers to their office telephone. There is no need to stop and program the call forward feature each time the subscriber walks away from and returns to his office telephone. The caller need not and does not know the pre-set number. Subscriber Locator is very effective when the pre-set contact number is the subscriber's cellular/PCS telephone. It is also effective when used to route calls from a published number for nighttime coverage or to rotate calls to persons who are handling on call duty.

Subscriber Locator requires a voice messaging telephone-answering mailbox. It can be added as an option to an existing VMS telephone-answering mailbox at an increase of \$10 per month. There is a one-time installation charge of \$10.

Subscriber Locator may not be available in all areas of the state. For availability or for more information about Subscriber Locator, contact the OTM Voice Processing Section in Baton Rouge at 225-342-8682.

The OTM *Catalog of Services* will be revised to reflect this line of service addition. This catalog may be accessed on the OTM web site at www.doa.state.la.us/otm/catalog.pdf. If your agency does not have access to the Internet or is unable to print the catalog locally, please contact the OTM Information and Training Section at 225-342-7723.